

1/16

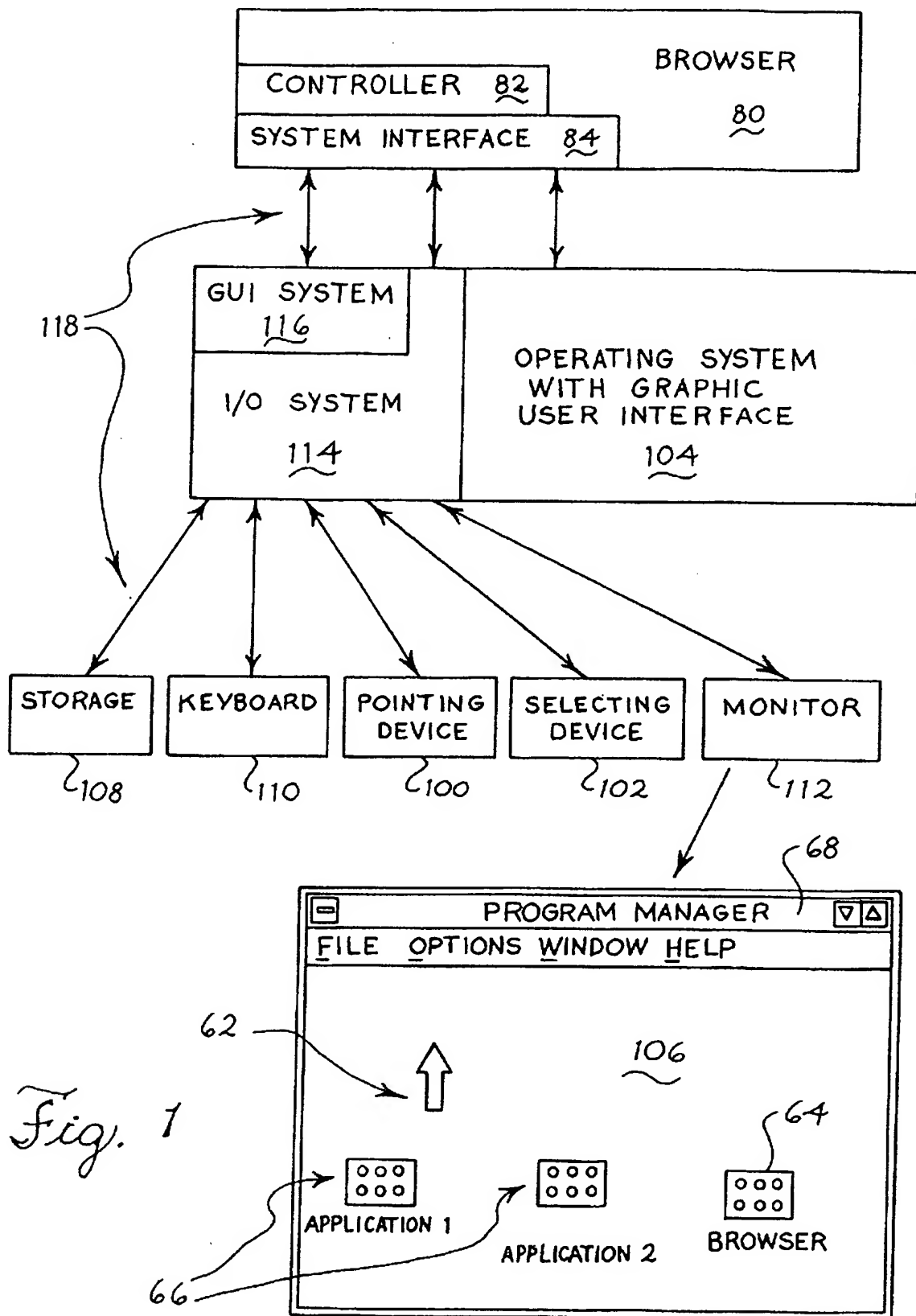
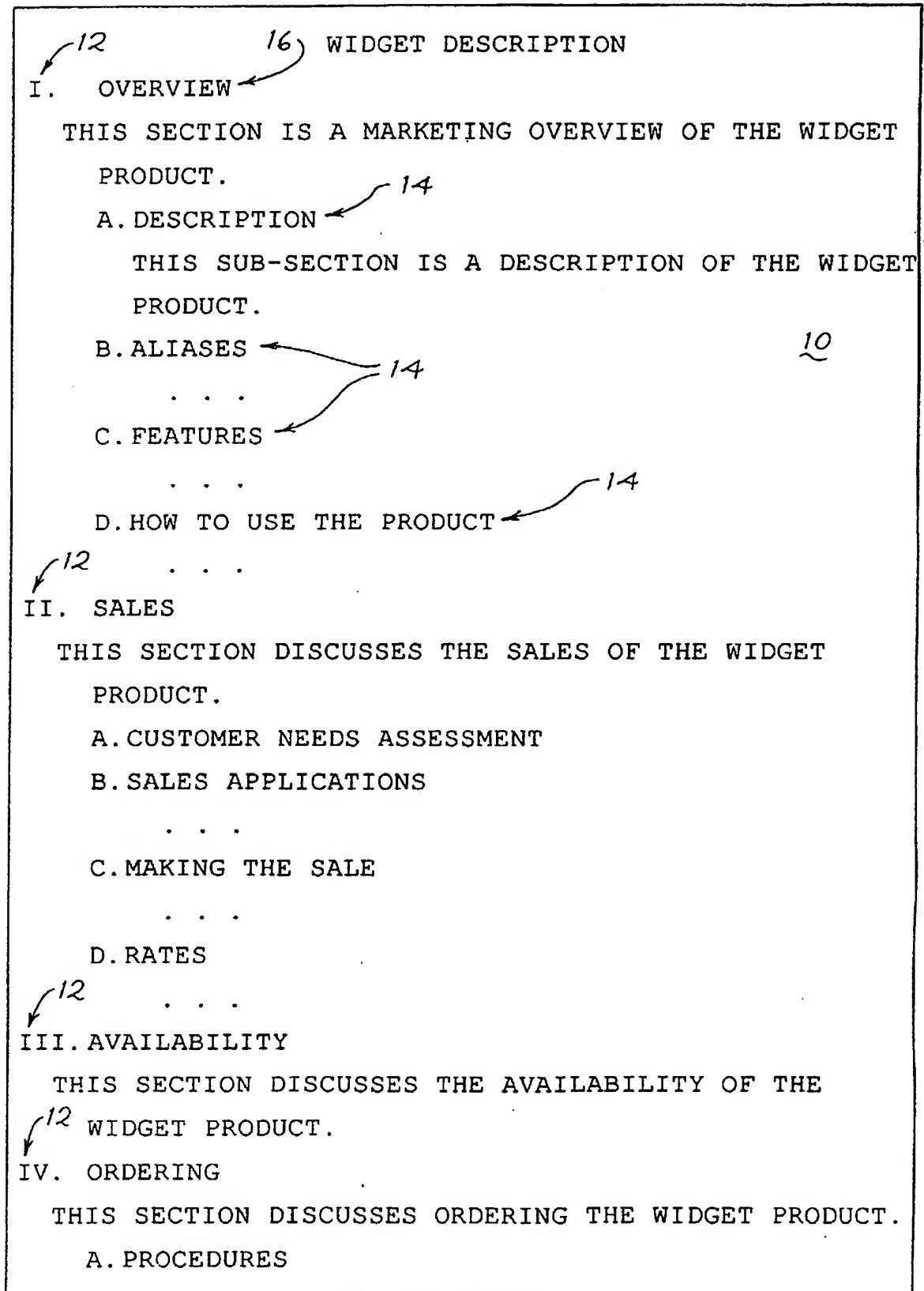


Fig. 1



3/16

Fig. 2(B)

_____.TO FIG. 2(A)._____

. . .
B. LISTINGS

. . .
C. DUE DATES

12
V. BILLING

THIS SECTION DISCUSSES BILLING FOR THE WIDGET
PRODUCT.

A. CHARGES

. . .
B. BILLING REDUCTIONS

. . .
C. PAYMENT OPTIONS/ CONTRACTS

12
VI. TROUBLESHOOTING 18

THIS SECTION DISCUSSES TROUBLESHOOTING WIDGET
PRODUCT PROBLEMS.

A. KNOWN PROBLEMS

. . .
B. PROBLEM ASSESSMENT

. . .
C. DIAGNOSING CUSTOMER TROUBLE

12
VII. SUPPORT

THIS SECTION DISCUSSES WIDGET PRODUCT SUPPORT.

A. PRODUCT CONTACTS & REFERRALS

. . .
B. RESPONSIBILITIES

_____.TO FIG. 2(C)._____

4/16

Fig. 2(c)

TO FIG. 2(B)

. . .
C. TARIFFS & REGULATORY

. . .
D. POLICIES

. . .
E. TRAINING
. . .

Fig. 3(A)

<BRW.DOC> 22
<PROD.NAME> 24
<PRODUCTNAME>WIDGET1</PRODUCTNAME>
<OVER> 26 28 30 32 20
<OVERVIEW>OVERVIEW</OVERVIEW>
TEXT IN OVERVIEW SECTION.
</OVER> 34
<SALE> 36
<SALES>SALES</SALES>
TEXT IN SALES SECTION.
<CUSNEED> 38
<CUSTOMERNEEDS>CUSTOMER NEEDS
ASSESSMENT</CUSTOMERNEEDS>
TEXT IN CUSTOMER NEEDS ASSESSMENT SUB-SECTION
OF THE SALES SECTION.
</CUSNEED> 42
</SALE> 39

TO FIG. 3(B)

5/16

Fig. 3(B)

TO FIG. 3(A)

25
<TROUBL>
<TROUBLESHOOTING>TROUBLESHOOTING</TROUBLESHOOTING>
27 TEXT IN TROUBLESHOOTING SECTION.
<TRBL.KNOWPROB>
<TRBLKNOWPROB>KNOWN PROBLEMS>/TRBLKNOWPROB>
TEXT IN THE KNOWN PROBLEMS SUB-SECTION OF THE
TROUBLESHOOTING SECTION.
</TRBL.KNOWPROB>

<TRBL.PROBASSESS>
<TRBLPROBASSESS>PROBLEM ASSESSMENT</TRBLPROBASSESS>
TEXT IN THE PROBLEM ASSESSMENT SUB-SECTION OF
THE TROUBLESHOOTING SECTION.
</TRBL.PROBASSESS>

<TRBL.DIAG>
<TRBLDIAG>DIAGNOSING CUSTOMER TROUBLE</TRBLDIAG>
TEXT IN THE DIAGNOSING CUSTOMER TROUBLE SUB-
SECTION OF THE TROUBLESHOOTING SECTION.
</TRBL.DIAG>

</PROD.NAME>

</BRW.DOC>

6/16

Fig. 4(A)

```

<!ELEMENT PROD.NAME - - ( PRODUCTNAME, (%SUB-SECT; |
    TROUBL |
    ORDER |
    AVAIL |
    SALE |
    BILL |
    SUPP |
    OVER)*) >
<!ATTLIST PROD.NAME
    ID CDATA #IMPLIED >
<!ELEMENT PRODUCTNAME - - ( (#PCDATA | %PARA-
    CONTENT;)* ) >
<!ELEMENT TROUBL - - ( TROUBLESHOOTING, (%SUB-SECT; |
    TRBL.KNOWPROB |
    TRBL.PROBASSESS |
    TRBL.DIAG |
    TRBL.QUES |
    HEAD3 |
    HEAD2 |
    HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
<!ATTLIST TROUBL
    ID CDATA #IMPLIED
    ID CDATA #IMPLIED >
<!ELEMENT TROUBLESHOOTING - - ( (#PCDATA | %PARA-
    CONTENT;)* ) >

```

Handwritten annotations in the diagram:

- 42: Arrow pointing from the vertical bar after "TROUBL" to the vertical bar after "AVAIL".
- 46: Arrow pointing from the vertical bar after "SALE" to the vertical bar after "TROUBL".
- 47: Arrow pointing from the vertical bar after "PRODUCTNAME" to the vertical bar after "TROUBL".
- 49: Arrow pointing from the vertical bar after "TROUBLESHOOTING" to the vertical bar after "TROUBL".
- 44: Arrow pointing from the vertical bar after "PRODUCTNAME" to the vertical bar after "TROUBLESHOOTING".
- 45: Arrow pointing from the vertical bar after "TROUBLESHOOTING" to the vertical bar after "TROUBLESHOOTING".
- 40: Underlined text next to "HEAD3".
- 48: Arrow pointing from the vertical bar after "HEAD3" to the vertical bar after "TROUBLESHOOTING".
- 51: Arrow pointing from the vertical bar after "TROUBLESHOOTING" to the vertical bar after "TROUBLESHOOTING".

TO FIG. 4(B)

7/16

Fig. 4(B)

----- TO FIG. 4(A) -----

```

<!ELEMENT TRBL.KNOWPROB - - ( TRBLKNOWPROB, (%SUB-
  SECT; |
    HEAD3 |
43 HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
<!ATTLIST TRBL.KNOWPROB
  ID CDATA #IMPLIED
  TYPE CDATA #IMPLIED >
<!ELEMENT TRBLKNOWPROB - - ( (#PCDATA | %PARA-
  CONTENT;)* ) >
<!ELEMENT TRBL.PROBASSESS - - ( TRBLPROBASSESS,
  (%SUB-SECT; |
    HEAD3 |
43 HEAD5 |
    HEAD4 |
    HEAD7 |
    HEAD6)*) >
<!ATTLIST TRBL.PROBASSESS
  ID CDATA #IMPLIED
  TYPE CDATA #IMPLIED >
<!ELEMENT TRBLPROBASSESS - - ( (#PCDATA | %PARA-
  CONTENT;)* ) >

```

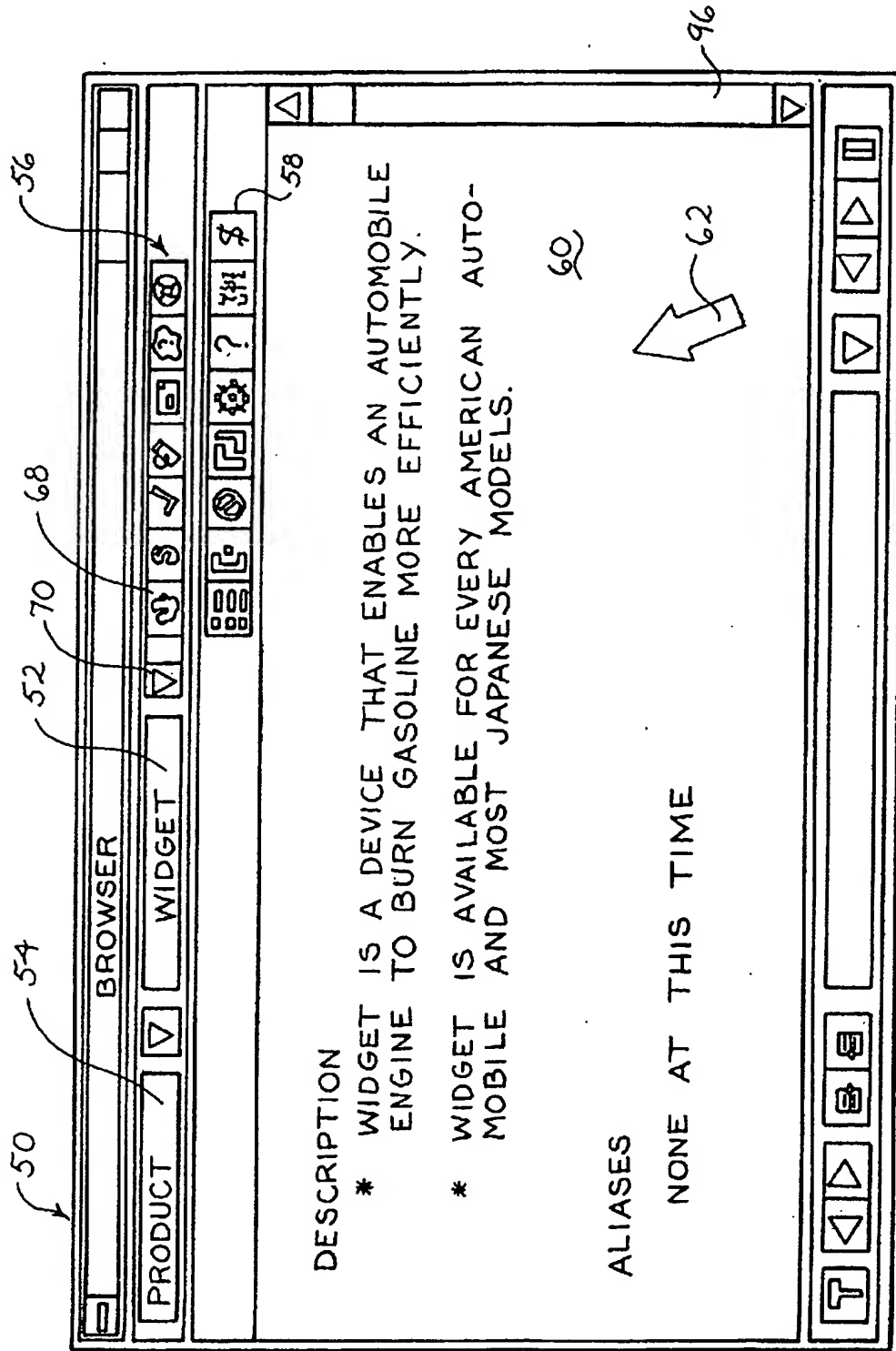
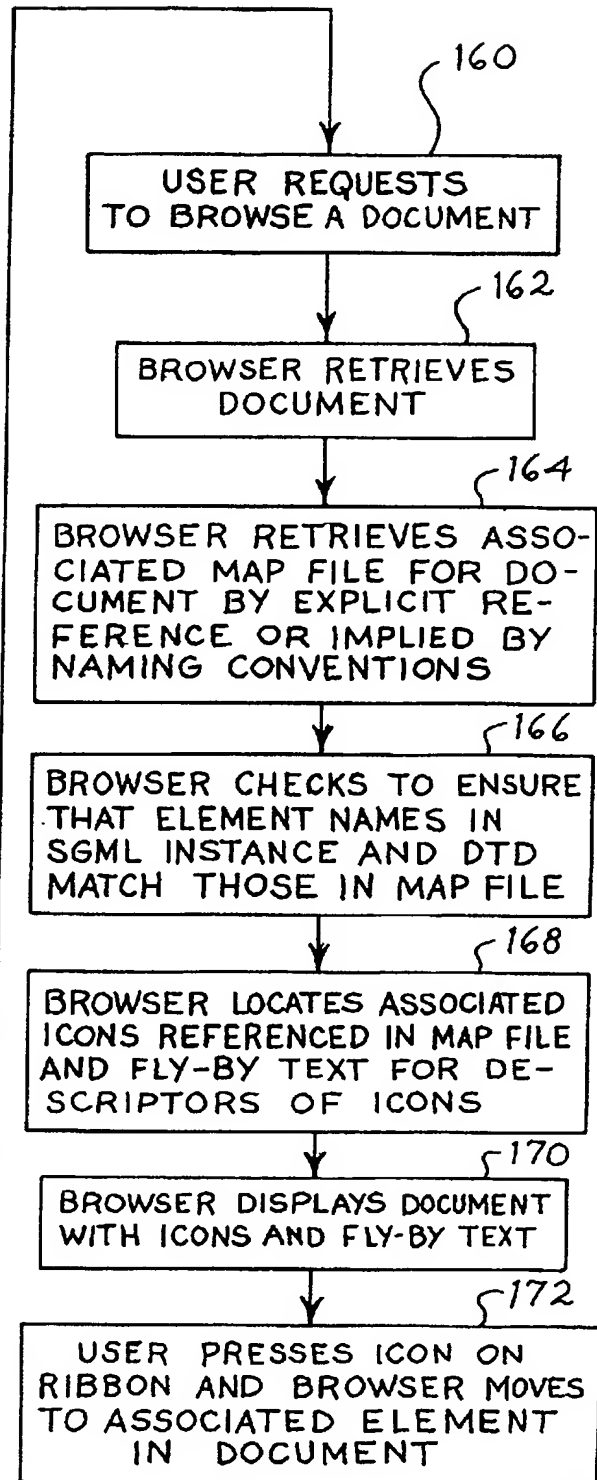
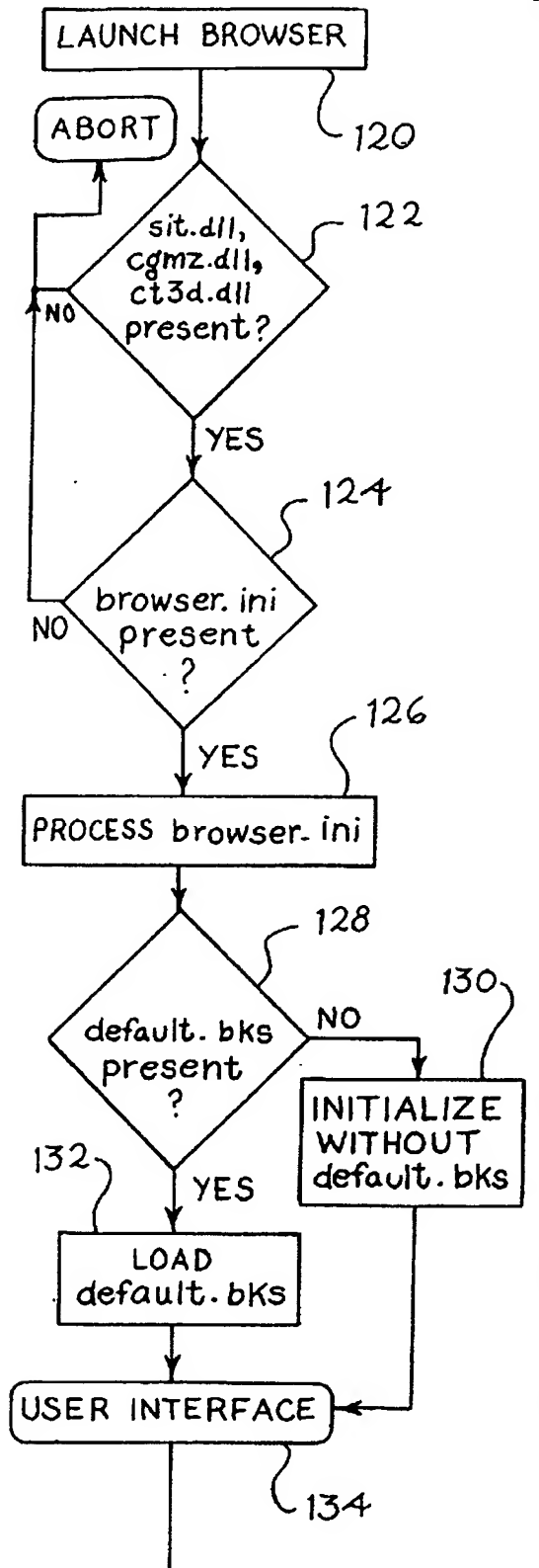


Fig. 5

9/16

Fig. 6



10/16

[BOOK] 140
142
144 COLLECTION=\XYZ
146 COLLECTIONTITLE+"PRODUCTS"
148 BOOKNAME=WIDGET
150 BOOKTITLE="WIDGET"
152 MAP=PRD.MAP

Fig. 7

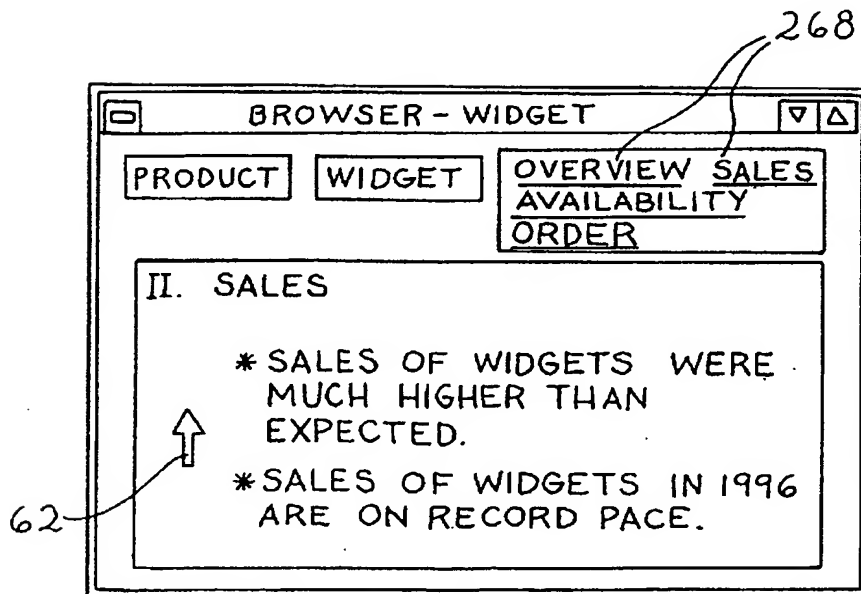
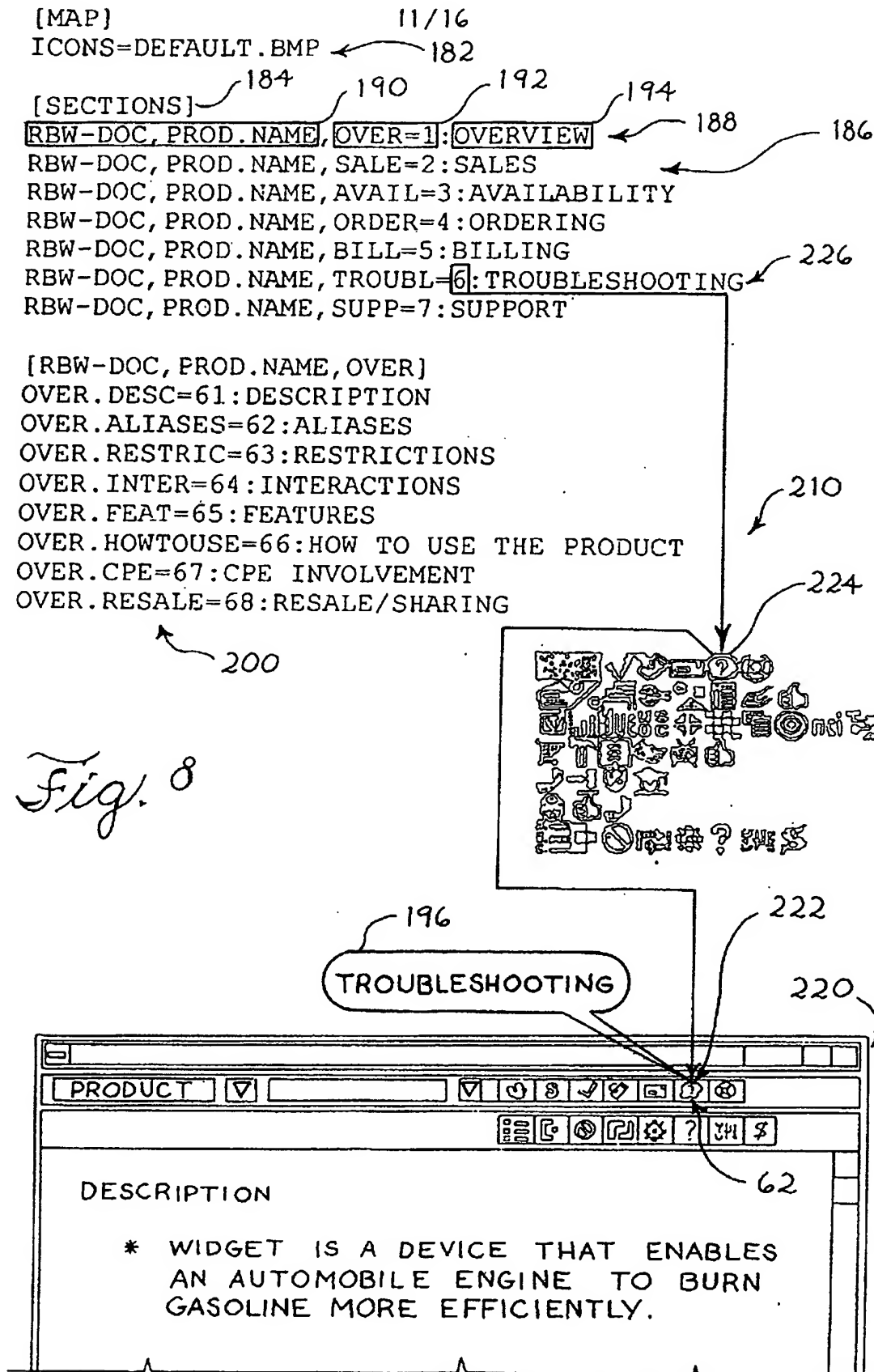


Fig. 10



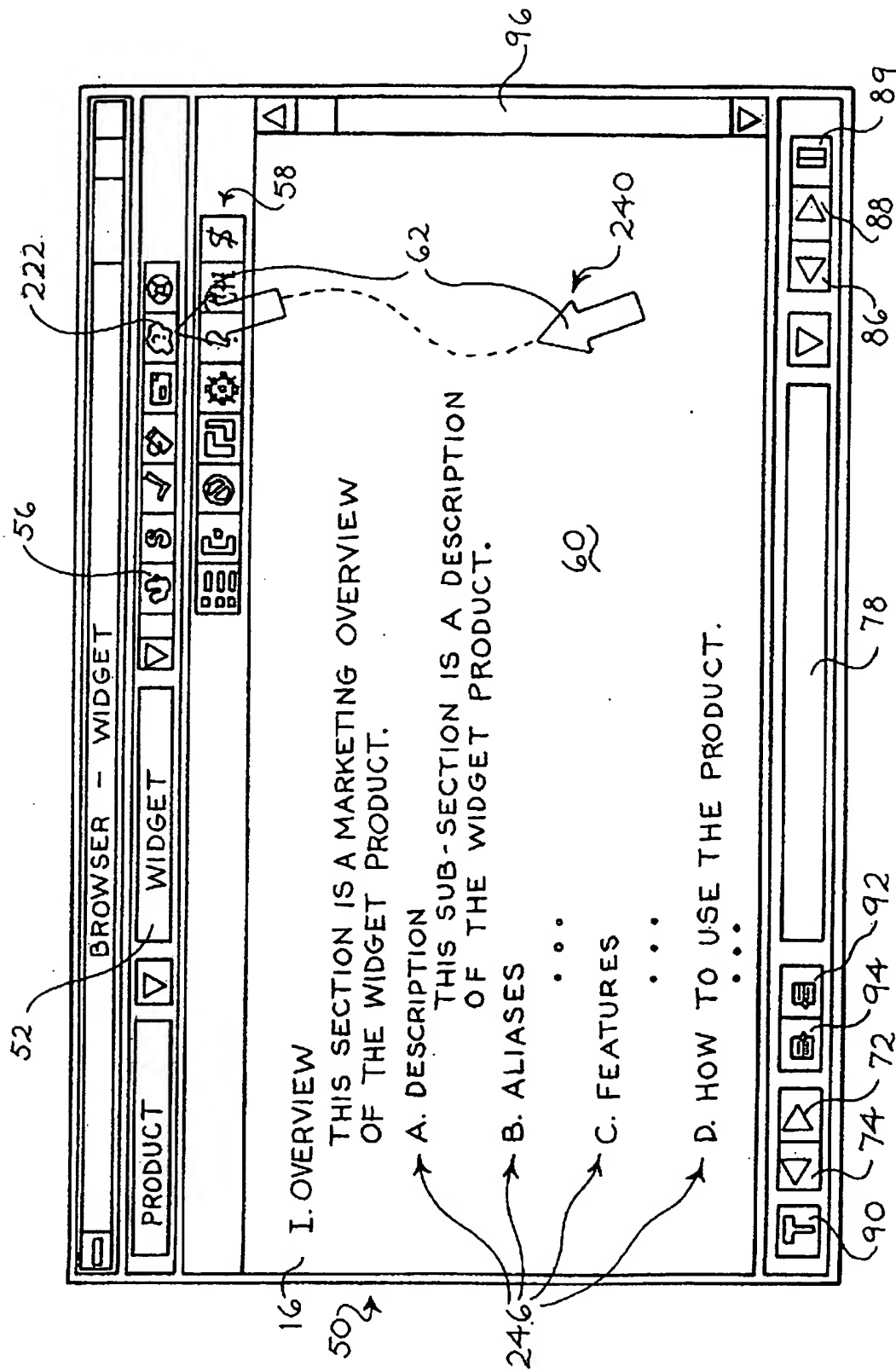
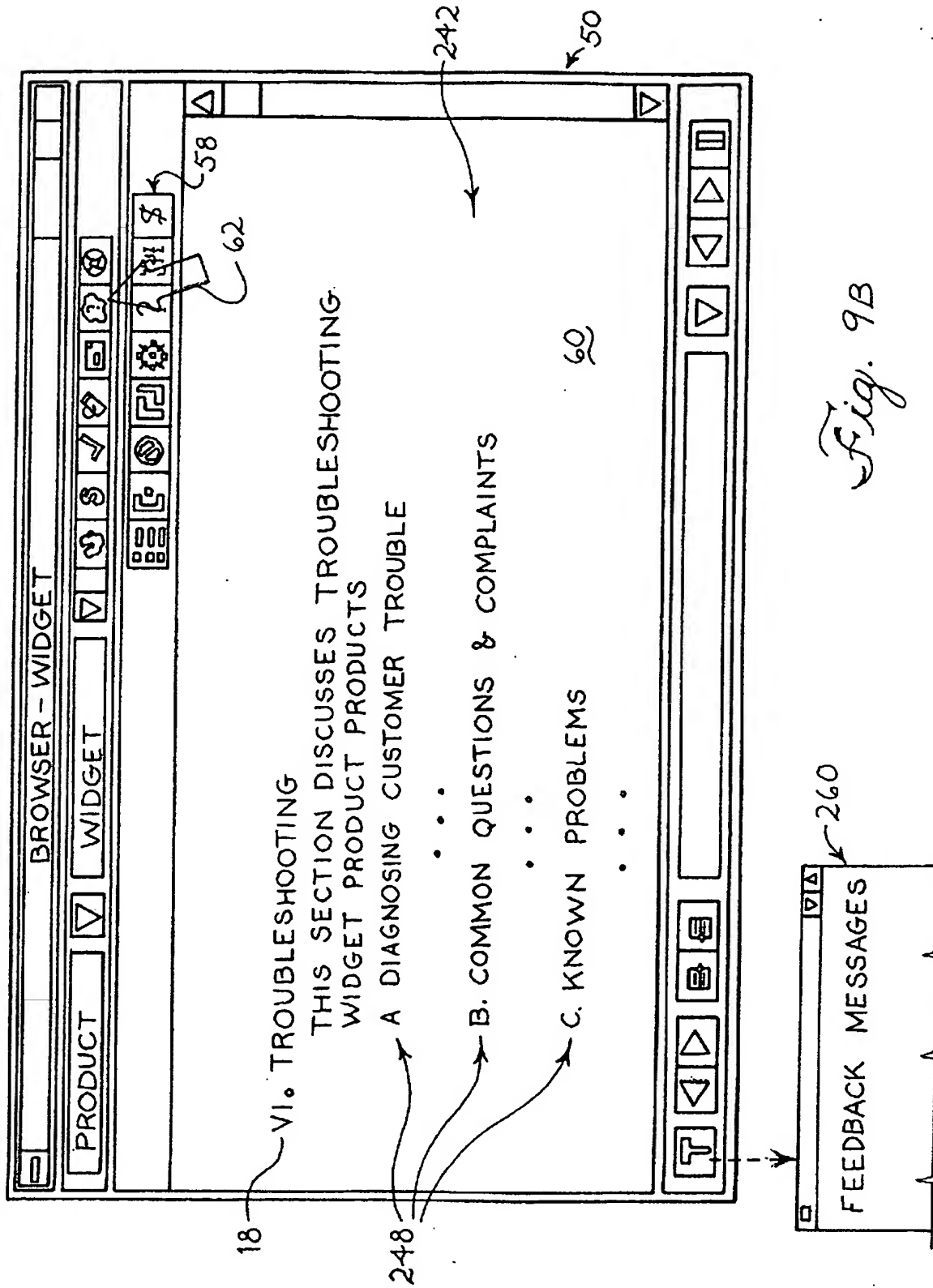


Fig. 9A



288		SALES
OVERVIEW	SALES	
AVAILABILITY	ORDERING	
BILLING	TROUBLE	
SUPPORT		

274

BROWSER - WIDGET

PRODUCT

WIDGET

II. SALES

60

* SALES OF WIDGETS WERE MUCH HIGHER THAN EXPECTED.

* SALES OF WIDGETS IN 1996 ARE ON RECORD PACE.

62

Fig. 11

Fig. 12

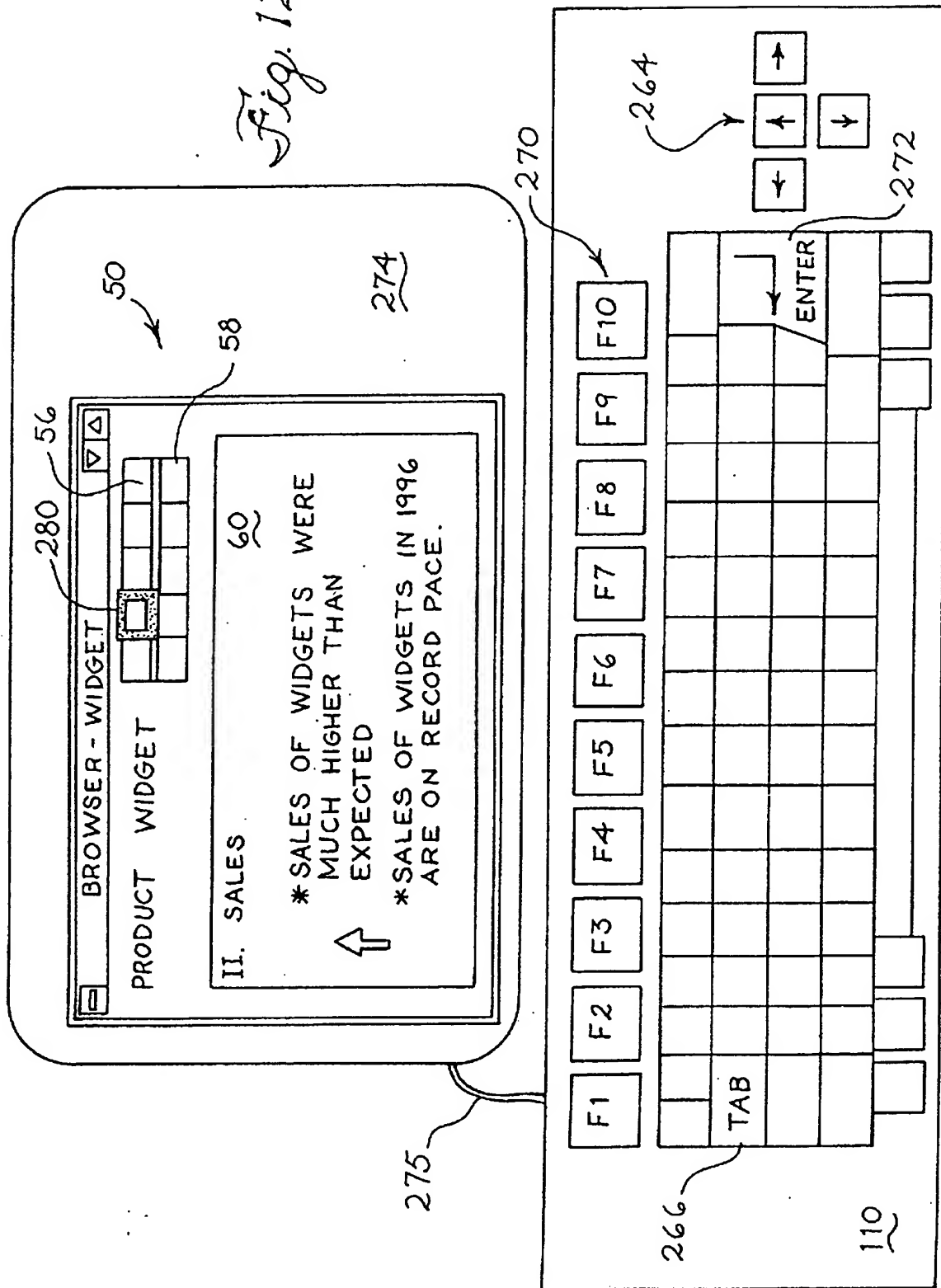


Fig. 13

